Provincial Job Description

TITLE:

(161) Information Technology Telecommunications Analyst

PAY BAND:

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FOR FACILITY USE:

SUMMARY OF DUTIES:

Responsible for the operation and maintenance of telecommunication systems consistent with user needs, organizational objectives and technical/financial resources.

QUALIFICATIONS:

♦ Computer Systems Technology diploma

KNOWLEDGE, SKILLS & ABILITIES:

♦ Knowledge of computers, networks and protocols
♦ Analytical skills
♦ Communication, organizational and interpersonal skills
♦ Problem solving and decision making skills
♦ Valid drivers license, where required by the job

EXPERIENCE:

♦ <u>Previous:</u> Twenty-four (24) months previous experience in a business telecommunications environment.

KEY ACTIVITIES:

A. Telecommunication Operations

♦ **Designs and implements solutions, utilizing existing and new technologies for unique user specific needs.**
♦ **Performs / arranges for installation, modification and repair of telecommunications equipment.**
♦ **Maintains voice mail system.**
♦ **Documents telecommunications infrastructure; analyzes trends for further analysis.**
♦ **Coordinates internal and external technical staff (e.g., SaskTel) to ensure system operation.**
♦ **Works closely with other departments to ensure coordination of services and minimize costs.**
♦ **Deals with and resolves complaints or problems related to telecommunications services.**
♦ **Processes change requests, issues and tracks work orders.**
♦ **Identifies user requirements and assists with the development of proposals and funding requirements.**
♦ **Participates in the purchasing process for new telecommunications equipment and software.**
♦ **Liaises with vendors when analyzing equipment and collecting cost data.**
♦ **Develops and implements policies and procedures regarding telecommunication services.**
♦ **Designs, implements, monitors and maintains back-up and recovery strategies.**
♦ **Monitors billings for unusual activity.**
♦ **Monitors, investigates, and reports fraudulent use of telecommunication systems.**
♦ **Develops, tests and implements disaster plans.**
♦ **Responsible for compilation, production, distribution and maintenance of internal and external telephone directories.**

B. Planning

♦ **Initiates and reviews statistics regarding capacity and usage of equipment and software to enable proper allocation of telecommunication resources.**
♦ **Forecasts future needs to ensure capacity of telecommunication equipment and software is sufficient to meet requirements.**
♦ **Performs cost benefit analysis on required improvements for submission to the capital budget.**
♦ **Assists with the development of a long-term strategy for multimedia integration.**

C. **Training**

♦ **Designs, documents and offers training sessions and/or user manuals related to telecommunications equipment and voice mail.**
♦ **Provides written and verbal updates to affected users after the installation of new or enhanced software.**
♦ **Works closely with department representatives to make changes / enhancements for departments as a whole.**

The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be construed as a detailed description of all related work assignments that may be inherent to the job.

Validating Signatures:

CUPE: *SEIU:*
_____   _____

SGEU: *SAHO:*
_____   _____

Date: June 16, 2022